

## Staffing MT PRRIME

STATE DOCUMENTS COLLECTION

1997

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Never before has Montana State Government attempted to assemble a project team like MT PRRIME. Agencies are being asked to release 29 of their best and brightest employees for an 18 to 20-month period. This team will install the next generation of financial and human resource software for the state.



How are agencies responding? Once agency directors were over the shock of temporarily lending valuable resources, they've responded positively. Why? They realize that the software will be implemented to support the business needs and perspectives of those on the team. Agencies want representation. And agencies want their employees to return and be the 'local' expert on the new systems. Finally, agency directors are supportive of

providing career opportunities and diversity to their employees. MT PRRIME represents the best opportunity to learn the technical and functional systems we will all use to run state government as we enter the next century.

## The MT PRRIME Management Team Is Complete

Dave Ashley, Deputy Director of the Department of Administration, will serve as Project Director.

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### ISD News & Views:

Darlene ☒ Dixie ☒ Don ☒ Maggie ☒ Barbara ☒  
 Marilyn ☒ Kathy ☒ Vicki ☒ Melody ☒ Carmen ☒  
 Marjorie ☒ Patcharin ☒ Last To File

Dave brings a considerable knowledge of state government to the Project and a successful history of completing complex and challenging projects. **Brian McCullough** will be the Assistant Project Director. Currently Hearing Bureau Chief, Department of Labor and Industry, Brian brings a valuable perspective because of his role in implementing SBAS in 1972 and upgrading the system in 1979. **Chuck Virag**, DPHHS, will serve as the Finance Team Leader. Chuck brings a wide range of state experience to the Project. He has worked in the Legislative Audit Division, Montana University System, Fish, Wildlife and Parks, Lottery, and Department of Administration. **Mark Cress** will serve as the Human Resource Team Leader. Mark heads the State Personnel Division and previously served as Administrator of the Public Employees Retirement Division. He brings more than 20 years of human resource experience to the Project. **Nyla Johnson** will serve as the Asset Management Team Leader. Nyla is Bureau Chief of the Purchasing Bureau and brings 20 years of federal, state, and private procurement experience to the Project. **Jim Sheehy** will serve as the Information Technology Team Leader. Jim brings more than 20 years of IT experience to the Project. He supervises the Application Development Section of ISD where he is responsible for supporting our core systems.

## Calendar of Events

### July 2

**Information Technology Managers Group (ITMG)**  
8:30 - 10:30 am, Rm 111, Metcalf Building

### July 8

**The Information Technology Advisory Council (ITAC)** 8:30 - 11:30 am, Rm 111, Metcalf Building

### July 15

**SummitNet Executive Council (SEC)**  
9:30 - 11:30 am, DPHHS Auditorium

### August 6

**Information Technology Managers Group (ITMG)**  
8:30-10:30am, Room 111, Metcalf Building

## Project Team Selection Is Underway

Agencies and the Management Team are selecting employees and making plans to address the temporary vacancies. Lois Menzies recently commented, "Participation is a three-legged stool. The employee must be excited and capable of bringing his or her strengths to the Project. Agency management must be supportive. And candidates must be acceptable to the MT PRRIME management team. So far, we're extremely pleased with the caliber of individuals being considered for the Team."

For more information visit our web site at [http://www.mt.gov/doa/mt\\_prrime/mt\\_prrime.htm](http://www.mt.gov/doa/mt_prrime/mt_prrime.htm), or contact Ed Glenn at 444-2916, ZIP!, or E-Mail at [eglenn@mt.gov](mailto:eglenn@mt.gov) or Dave Ashley at 444-2032, ZIP!, or E-Mail at [dashley@mt.gov](mailto:dashley@mt.gov).

## Coming Soon — Better Problem Tracking!!

This summer, ISD will be introducing a new problem tracking system. The system will bring improved problem resolution for state agencies.

Peregrine's Service Center will be used by all user support staff in the division. Service Center's ability to assign priorities to problems and automatically escalate unresolved problems was a major factor in its selection. We will also be able to identify and quantify repetitive problems, giving us the opportunity to solve problems with long-term, enterprise solutions, rather than individually.



Under the new system, all problem calls will go into the Customer Support Center where they will be assigned a problem tracking number and a priority. An E-Mail message will then be sent to all support staff in the responsible group notifying them of a

reported problem. This will eliminate much of the time wasted on phoning around and leaving voice mail messages. Unresolved problems will be escalated up the chain of responsibility according to the priority of the problem.

Service Center will replace IBM's INFOMAN which is difficult to maintain and has very limited functional capability, with almost no tracking and management reporting functions. Because of its limitations and unfriendly user interface, widespread acceptance within ISD was never achieved.

ISD is still working out priority descriptions, work group profiles and other implementation strategies. More information will be available soon. For more information on Peregrine Service Center, please contact Barbara Sheline of the Customer Support Center at 444-4909, ZIP! or E-Mail at bsheline@mt.gov.

## Year 2000

### Impact Analysis Tool for Mainframe Applications

ISD recently completed an evaluation of products and agency needs for an impact analysis tool for mainframe applications. The State's mainframe environment dictated that the primary requirement of any tool be its ability to process IDMS source code using the data dictionary. While most commercial products lacked that ability, ISD did conduct a thorough evaluation of a product that does.

The product was installed for a trial period. Subsequent testing highlighted several beneficial features (most notably its ability to handle aliases), but also illustrated that not all of its proclaimed benefits resulted in substantive time-savings to end-users. The final decision included the following considerations:

- ☐ the relative merits of the commercial tool versus the ISD-developed "smart" scanner

- ☐ the agencies need for an impact analysis tool as determined by a survey
- ☐ the cost of the solution

ISD's tool has the ability to match the deliverables from the commercial tool, albeit with a slightly greater time requirement on the part of users. Additionally, the ISD tool provides some functionality that the commercial tool does not.

The agency survey determined that, across all agencies, the total number of mainframe applications for which an impact analysis tool was needed was less than 10. Only one agency indicated a strong preference for a commercial tool.

Given those facts, and a \$125,000+ price tag on the commercial tool, ***ISD has opted for its internally-developed tool as the recommended solution.*** ISD is currently adding a few enhancements to the tool and will be scheduling formal training sessions on its use. One of the enhancements is a front-end process that assists in inventorying mainframe applications. This portion of the tool is available now, and the impact analysis part of the tool will be available in the July/August timeframe.

For more information contact Glen Stroop of the Systems Support Bureau at 444-2910, ZIP! or E-Mail at gstroop@mt.gov.

## FY98 Rate Schedule

The new schedule of FY98 rates for ISD services is attached. The new rate schedule includes significant reductions in mainframe, long distance and telephone equipment rates as compared to the FY96 base year. There are rate increases in the data network and the Systems Development rates. The monthly intelligent data network device rate will increase to \$53 from the current \$36 rate. The increase in this rate is related primarily to a wide variety of new proposal items approved through ITAC, including conversion to a new E-Mail product.

The inflationary/deflationary factors for each service are as follows:

Mainframe services	-33%	Megacom 800 inbound calling	-27%
Long distance services	-10%	Systems Development	5%
Telephone equipment	-37%	Data Network	47%

A schedule of all major rates for FY 98 is included below.

Service Description	Unit Of Measure	Rate
Voice Communications		
Long Distance Network		
Day	Per Minute	14.5 Cents
Evening	Per Minute	10 Cents
Night	Per Minute	10 Cents
800 IN-WATS Service(megacom)	Per Minute	11 Cents
Station Equipment		
Station Port	Per Month	\$8.50
Single Line Set	Per Month	\$9.50
SL-1 Set	Per Month	\$13.50
M2008 Basic	Per Month	\$13.50
M2008 Display	Per Month	\$17.50
M2112	Per Month	\$18.50
M2616	Per Month	\$18.50
Meridian Mail		
Voice Mail Box	1 Mailbox/month(3 Min Storage)	\$5.00
	1 Mailbox/month(6 Min Storage)	\$8.00
	1 Mailbox/month(8 Min Storage)	10.00
Announcement	Meridian Mail	\$5.00
Voice Menu	Per Month(0-50 Calls)	\$25.00
	Per Month(51-100 Calls)	\$50.00
	Per Month(101-200 calls)	\$100.00
Access Maintenance (Port Charge) for Menu/Announcements		\$10.00
Automatic Call Distribution(ACD)		
Recorded Announcement		\$37.00
ACD Agent		\$5.00
RAN Port		\$11.00
Access Maintenance(Port Charge) for ACD		\$10.00
Interactive Voice Response(IVR)		
Port Charge	Monthly	120.00
Data Communications		
Intelligent Device	1 Device/month	\$53.00
Other Device (Dumb Terminal)	1 Device/month	\$30.00
Remote Dialup Access:		
Access Charge/month/user		\$10.00
Application Charge/month/user		\$5.00
Non-state SNA Multi Drop Service		
Physical	Drop/month	\$100.00
Logical	Drop/month	\$20.00
SummitNet Charges - Non-State Entities		
56 Kb	Per Month	\$250.00
T-1	Per Month	\$650.00
Video Conferencing		
Rates Presented Are Based On A 6 Channel/336kbps Transmission Rate.		
Hourly Video Conference	2 Sites	\$35.00
Hourly Video Conference	3 Sites	\$52.50
Hourly Video Conference	4 Sites	\$70.00
Hourly Video Conference	5 Sites	\$87.50
Hourly Video Conference	6 Sites	\$105.00

There is an additional \$15 per hour site charge in addition to the network fee. This pays for the staff necessary to manage the system at each site. Contact video conferencing coordinator at 444-6788 for more detailed rates and scheduling information.

Service Description	Unit Of Measure	Rate
Voice/data Installation		
Voice Mail/menus/IVR		
Voice Mail Set Up Charge		\$5.00
Voice Menu Set Up Charge		\$100.00
Interactive Voice Response(IVR)		\$250.00
Witel Installations—voice/data		
Activate Voice/data—existing jack		\$26.00
Install duplex jack-activate(2-3 pair Level 3)		\$88.00
Install simplex jack-activate (3-3 pair Level 3)		\$71.00
Place set at hot jack		\$15.00
Disconnect jack		\$5.00
Feature Changes		\$5.00
Level 5 wiring 2-4 pair Duplex Certified		\$125.00
Type I Data wiring		\$105.00
Labor-Hourly		\$55.00
Computer Processing Services		
Batch CPU SECOND*	1 CPU second	\$0.8341
EXCP*	1000 EXCPS	\$0.1646
Tape Mounts	1 Mount	\$1.0000
CICS CPU second'	1 CPU second	\$0.6270
IDMS BATCH CPU second'	1 CPU second	\$0.6270
IDMS/CICS COBOL CPU second'	1 CPU second	\$0.2613
IDMS ADS CPU second'	1 CPU second	\$0.5016
TSO CPU second'	1 CPU second	\$1.0216
TSO EXCP'	1000 EXCPS	\$0.1920
Tape Storage	1 reel day	\$0.0111
Tape Storage Archive	1 reel day	\$0.0055
Disk Storage	1 MB/day	\$0.0144
Printing		
Local		
1 Part	1000 Lines	\$0.6099
2 Part	1000 Lines	\$0.8839
3 Part	1000 Lines	\$1.1310
Remote Print	1000 Lines	\$0.0442
Laser Print	1 Page, 1 Side	\$0.0270
	1 Page, 2 Sides	\$0.0485
*Processing Adjustments -		
<u>Discount:</u>	33-35% non-prime time processing - Batch and IDMS, depending upon class.	
	50% non-prime time processing - TSO.	
<u>Surcharge:</u>	10% scheduled production.	
	10%-150% depending upon priority requested.	
Other Production Support		
I/O Control	1 hour	\$20.00
Systems Development	1 hour	\$44.00
Computer Output Microfilm (COM) Services		
COM Master	1 fiche	\$1.84
COM Duplicates	1 fiche	\$0.16

If you have any questions, please call Jeff Lustgraaf at 444-3406, ZIP!, or E-Mail at [jlustgraaf@mt.gov](mailto:jlustgraaf@mt.gov).

# Montana Public Safety Communications Task Force

## State Embarks on Effort to Enhance Public Safety Communications

The State of Montana is participating in a project designed to move Montana's public safety communications systems into the next century. Fast growth in all communications fields has heralded a change in the way police, fire, and other emergency service providers communicate using two way radio services with their people in the field. Changes in equipment, F.C.C. regulatory requirements, and increased demands for service have dictated a thorough system review be accomplished.

The State organized a task force in 1994 to review impending changes and recommend an appropriate response. The **Public Safety Communications Task Force** was created by Lois Menzies, Director of the Department of Administration, with explicit instructions to address the needs and requirements of all Montana public safety communication systems. The Task Force included representation from virtually all layers of public safety government and private sectors serving public service roles. Law enforcement, emergency medical services, 911 dispatch centers, transportation, fire, parks, utilities and general maintenance groups from city, county, state, and federal levels of government contributed to the effort.

The Warner Group, working with the Public Safety Communications Task Force, conducted a series of meetings across the state to gather information. They analyzed the work patterns, demographic trends, current and future requirements of police and sheriffs' departments, ambulance services, road maintenance, and general government operations among many others. The Warner Group

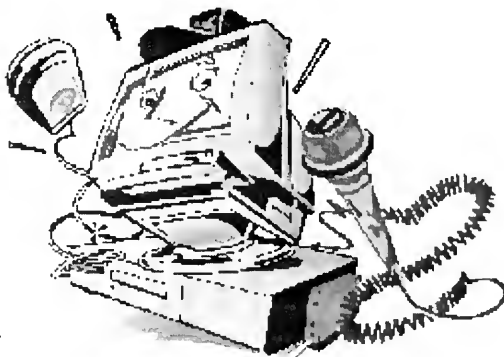
recommended a consolidated effort to maintain a standard of operation which will enhance public safety's ability to respond to routine and disaster situations and the ability to communicate between agencies and jurisdictions. Both voice and mobile data services are being reviewed. The Concept Design was the result of this first phase which began in April of 1996.

The second phase of the project is scheduled to take place over a period of two years leading to hardware procurement in the following third phase. The project could result in a radio communications system which will be available and open to all levels of public safety oriented users on a statewide basis. This project is similar to those in other states facing the same problems. Montana is unique by including private sector involvement in the form of service providers such as The Montana Power Company and similar utilities. Funding for the current and second phases have come from a combination of sources including local, state, and private sectors.

For more information please contact Ron Haraseth at 444-2758, ZIP!, or E-Mail at rharaseth@mt.gov.

## Better Access to Computer Courses

Are you looking to advance yourself within the state but lack technical knowledge in certain areas? ISD has a threefold solution.



**Computer Based Training (CBT).** These courses are available to any employee with access to the Value Added Server. If you are interested in this training but do not have access to the VAS, contact your LAN Administrator, then read the `doa_vas_001\sys\guest\training\!readme.txt` file for more information.

**Video Based Training.** These training courses are video lectures and demonstrations. Video based computer training courses are available to check out for two week periods. If you cannot complete the course in two weeks, and if no one is waiting for the course, you may be able to extend the checkout period. If another is waiting for the course, you can be put on the waiting list and complete the course when your turn comes up again.

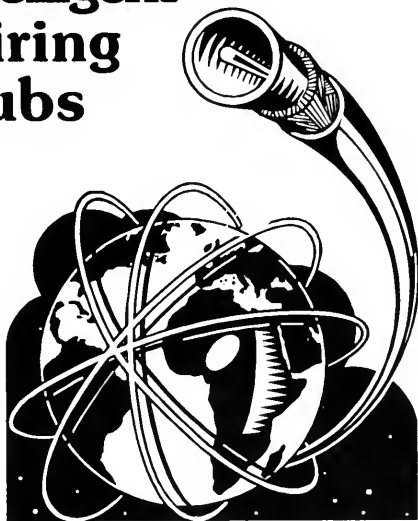
**Microsoft Television Videos.** Microsoft satellite broadcasts are recorded and then made available on VHS tape. These broadcasts are usually with Microsoft product managers or engineers. The Microsoft TV (MSTV) Video library is updated monthly and broadcasts are recorded each Tuesday according to demand. For information on upcoming broadcasts visit <http://www.microsoft.com/mstv/>. If you would like to request a particular broadcast be recorded please contact Trapper Badovinac via ZIP! or E-Mail at [tbadovinac@mt.gov](mailto:tbadovinac@mt.gov).

A list of the available courses and videos, their availability, and how to check them out is available on the VAS at `doa_vas_001\sys\guest\training\ct_video\!readme.txt`. You will need to have Lotus Approach 3.0 loaded on your PC and access to the VAS.

If you don't have Approach you can read the list of courses in ASCII on:  
`doa_vas_001\sys\guest\training\ct_video\CBT_Cour.txt`

For more information contact Trapper Badovinac at 444-4917, ZIP! or E-Mail at [tbadovinac@mt.gov](mailto:tbadovinac@mt.gov).

## Intelligent Wiring Hubs



In 1995 IBM was awarded a contract to install and maintain Intelligent Wiring Hubs (I-Hubs) throughout the state. The Capitol Complex buildings were the first locations affected by this contract. As of July 1, 1997 approximately 52 Intelligent Wiring Hubs have been installed in 40 buildings. I-Hubs provide better management of the data wiring infrastructure within each of the buildings, increase bandwidth capabilities, and overall lower costs to move terminals. Change requests that used to require a visit to the actual site are now completed from a central position. This allows ISD to better meet our user agency's needs for data network add, move and change requirements.

I-Hubs were the first step in a larger picture. After the initial I-Hub deployment, many buildings were rewired to Category 5 specification which allow a much more efficient management of resources as the Hub's full potential is realized.

Category 5 wiring is rated to run at 100 Mbits/second and I-Hubs with Category 5 wiring allow for an increase of bandwidth in the future as the need grows.

For more information contact Steve Noland of the Telecommunications Operations Bureau at 444-3344, ZIP! or E-Mail at [snoland@mt.gov](mailto:snoland@mt.gov).

# Domain Name Services

Initially, the University of Montana was registered with the InterNic as authoritative Domain Name Services (DNS) for the mt.gov domain. As of May 15, 1997, the registered authoritative DNS services for the mt.gov domain was moved from University of Montana to ISD.

ISD will use the following servers for the mt.gov domain for DNS services:

mtdnspr.mt.gov (161.7.218.10)  
 mtdnssec.mt.gov (161.7.218.11)  
 umt.umt.edu (150.131.14.1)

The TCP/IP configuration in the workstations and servers should list the following DNS servers IP addresses in the following search order:

161.7.218.10  
 161.7.218.11  
 150.131.14.1

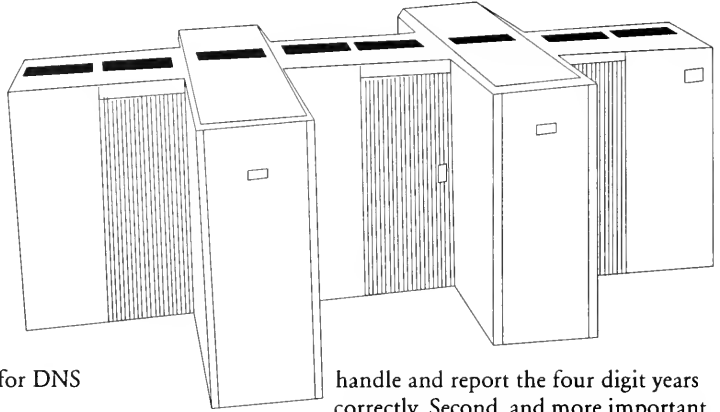
You should direct any questions on how to make the changes in your TCP/IP configuration to your agency network administrator or call 444-2000.

Advise Leo Rogge of any DNS problems or questions at 444-4502, ZIP!, or E-Mail at lrogge@mt.gov.

## New Release of Syncsort

We will be putting release 3.6 of Syncsort into production in the near future. The exact date will be sent via TSO Broadcast a few days in advance of the actual conversion. All existing sort jobs should

continue to work exactly as they have. Actually, there is only one noteworthy difference between it and our current release: **Year 2000 Compliance**. First, this means that Sort itself will internally



handle and report the four digit years correctly. Second, and more important, several new features have been added to help in situations where the user is going to attempt to handle crossing the millennium **without converting his/her/its dates to four byte fields**. Following is a very brief description:

The first feature is an additional execution parameter called "CENTWIN". This is used to signal Sort that two digit dates may be included in the data, and how they are to be handled in general terms in relation to "100 century window." This feature also enables Sort to automatically expand two digit dates to four digits, via the "OUTREC" control statement.

Once CENTWIN has been specified, then the second feature may be used. This consists of several new "date format" values in the sort control card. Currently, you are most likely using one of the two most common formats: "BI" (binary) or "P.D." (packed decimal). Without getting into the details, these new formats **allow two digit date fields to be sorted correctly**. For example "05" (representing 2005) would sort higher than "97" (representing 1997).

For exact details, we have available photocopies of the "Syncsort Programmers Guide Release 3.6 Addendum," which covers the new Year 2000 features. Contact Glen Stoop at 444-2910, ZIP! or E-Mail at gdstoop@mt.gov



# Report Distribution Enhancement

If you view your reports via Infopac-RDS and, more specifically, are using DocumentDirect, listen to this. As you have probably found, DocumentDirect is a neat tool that allows you to export your mainframe reports to your workstation and also print them on your local printer. But let's face it, DocumentDirect has its limitations. Recognizing this fact, ISD has purchased a product which will provide additional functionality to the current automated report distribution system. The name of this product is DocuAnalyzer and, like Infopac-RDS and DocumentDirect, was purchased from Mobius Management Systems. Mobius defines DocuAnalyzer as "a data access tool that lets you view, print, analyze and extract data from existing computer reports".

Once reports (or portions of reports) have been exported to the workstation using DocumentDirect, DocuAnalyzer can be used to perform additional functions. For example, one complaint heard about DocumentDirect is that you cannot simply highlight a block of data and copy it to other Windows applications. DocuAnalyzer allows you to do this. But, there is much more. Using a template methodology, specific data fields can be identified and extracted from a report to create a table of records. This entire table can then be exported to other files or specific portions of the table may be highlighted and copied. This table can also be printed. There are also sorting and filtering functions, enabling the user to change the sequence of the file and work with selected records within the table. Fields within this table can be used to calculate new fields.

This table can be used to create an analysis of the data, called a summary window. This summary tabulates information for selected fields and presents the results in a one or two dimensional matrix. If desired, this summary information can be extracted to other applications. And finally, this summary data may be used to create a variety of

charts which can also be copied to other Windows applications or printed.

During the testing phase of this product, we have found it to be very flexible and fun to use. We believe that users who have the need for such a tool will be very excited about DocuAnalyzer. Although we are aware of specific projects where it may be very useful, we don't really know just how widespread the demand for it will be. Because of the uncertain demand, and also due to budget constraints, ISD has purchased a limited 40 seat license for DocuAnalyzer. This license matches our license for DocumentDirect except that license is for 40 **concurrent users**. Because of the limited seat license for DocuAnalyzer, we have decided to implement the following procedures for the disbursement of this product. We will sublease DocuAnalyzer to users at a fee of \$15 per month on a six-month lease basis. You may install and use DocuAnalyzer for a period of one month on a trial basis at no charge before entering into a lease agreement. We decided to charge for DocuAnalyzer to discourage users from utilizing one of the 40 seats of the license unless they are actually using the product. Also, each agency will be limited as to the number of seats it may lease so that no one agency will be allowed to monopolize the limited number of seats. Depending upon the demand for DocuAnalyzer, we will consider buying additional licenses in the future. If an agency finds it has an extensive need for the product, they would have the option of purchasing their own license from Mobius.

Like Infopac-RDS and DocumentDirect, support for DocuAnalyzer is provided by the Methods & Media Management Unit. We have a limited number of manuals which will be lent to new users to help get you started. If you are interested in trying DocuAnalyzer, we don't think you will be disappointed. Please call Dave Smith at 444-2857, ZIP!, or E-Mail at [davsmith@mt.gov](mailto:davsmith@mt.gov), Jan Lewis at 444-2901, ZIP!, or E-Mail at [janlewis@mt.gov](mailto:janlewis@mt.gov), or Diane Haun at 444-3336, ZIP!, or E-Mail at [dhaun@mt.gov](mailto:dhaun@mt.gov). For that matter, if you have any questions or problems with RDS or DocumentDirect, give us a call. And don't forget, if you have reports which you would like to get on RDS, give us a call. It's easier than you think and your users will like it.

## June ITMG Meeting

The Information Technology Managers Group met on June 4, 1997. The group began discussing how to refocus the group to be more interactive and have more two-way communication with ISD. The group is interested in contributing to the enterprise

## Windows NT Support

A number of people have called ISD staff recently asking, "What is ISD's position regarding Windows NT and is support available?" ISD provides support for Windows NT as a server, but does not currently support it as a desktop operating system (OS).



strategic planning efforts and understanding its relationship with the Information Technology Advisory Council.

During the meeting, updates were given in the following areas:

- MT PRRIME
- Enterprise E-Mail RFP
- Year 2000
- New Service Center application at ISD
- RFP's for imaging and MIS services
- CICS stability and upgrade

Full minutes of the meeting are available on the state BBS in the ISD conference (Advisory Groups) and the ISD Value Added Server (VAS) at `guest\itmginfo\minutes97` or from Barbara Clark of ISD at 444-2700, ZIP! or E-Mail at `baclark@mt.gov`.

## Windows as a Desktop OS

From October 1995 through May 1996, ISD staff worked with the ITMG OS and E-Mail Subcommittee to investigate both Windows 95 and Windows NT as the state's next generation desktop OS. The subcommittee recommended Windows 95 as the state standard desktop OS, but also recommended further investigation of NT after version 4.0 was released. The subcommittee anticipated Windows NT becoming a viable desktop OS for the state sometime in the future.

ISD began providing full support of Windows 95 on Sept 1, 1996. Windows NT 4.0 has been available for quite some time now, and ISD has implemented it on selected desktops for testing. However, Windows NT is not yet supported as a state standard desktop OS, and Windows 95 is expected to be the preferred desktop OS for the near future. Support for Windows 3.x will also continue, but agencies are

encouraged to plan for upgrading Windows 3.x desktops.

## Windows as a Server OS

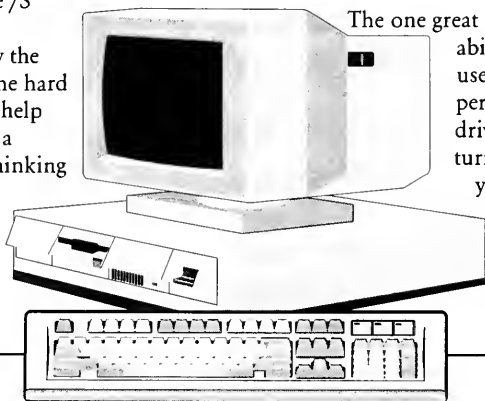
In June/July 1995, ITMG and ITAC approved mid-tier computing standards. This included support for both Unix and Windows NT as server OS standards. These were selected to provide robust, scalable environments for application servers. Several factors have influenced this direction, including the state's move to client/server Oracle applications, Internet Web servers, and the soon-to-be-selected E-Mail/groupware system that will replace ZIP!Office. File and print services continue to be supported in the Novell NetWare environment.

Windows NT servers are supported in ISD by (which bureau/section?). Calls for assistance with Windows NT servers should be directed to the ISD Customer Support Center at 444-2000.

## Suplusing PCs - Addendum

In last month's *News & Views* an article was published containing new and updated guidelines for preparing PCs to be surplus. The crux of the article was to use FDISK (not FORMAT) to clean existing programs and data off of hard drives before surplus. It should be noted that after FDISK'ing a hard drive the PC will **not** boot from the hard drive. If a bootable diskette is placed in the A: diskette drive the PC **will** boot from that diskette. Consideration should be given to formatting the hard drive with the /S parameter, after FDISK'ing, to allow the PC to boot from the hard drive. This should help keep purchasers of a surplus PC from thinking the hard drive is non-functioning.

If, after following the suggestions



above, the PC will not boot at all, contact the ISD Customer Support Center at 444-2000 for help. DO NOT just automatically remove and destroy the hard drive. This is a change from the suggestions of last spring. PCs without hard drives have little surplus value so a reasonable attempt should be made to clean the hard drive.

\*\*\*Thanks to Jerry Churchill of the Legislative Services Division for suggesting this addendum.

If you have questions or comments concerning this article contact Denny Knapp of End User Support at 444-2072, ZIP!, or at [dknapp@mt.gov](mailto:dknapp@mt.gov).

## ZIP!TIPS

### Save Network Disk Space

Getting information out to all users in a particular bureau, division or agency is of utmost importance in the workplace. This can include information on pay increases, quarterly reports, agency newsletters, etc. Sometimes, this can cause "space" problems on the network when 120 users receive a file. Some may copy it to a ZIP!Office Folder; some may copy it to a DOS subdirectory and retrieve it in WordPerfect. Now, what started out as one 50K file has duplicated itself unmercifully in numerous places on the file server using up disk space. So, what is the solution?

The one great component of a Network is the ability to have Shared drives that ALL users have access to. If you store pertinent information on a Shared drive, then there should be no reason to turn around and ZIP! it to users on your network. Instead, simply ZIP! them a message telling them where the document is located (drive letter, subdirectory and filename - ie. `K:\USERS\MINUTES\07_97.MIN`).

Keep in mind that big files sent to a lot of people can slow down network traffic as well. There was an instance where someone sent a 1 MG file to a whole agency and it literally brought the server down. A more efficient solution would have been to send the message telling users the whereabouts of the information.

If you have any questions on sending messages or files, please contact Sue Skuletich of End-User Systems Support at 444-1392, ZIP!, or E-Mail at [sskuletich@mt.gov](mailto:sskuletich@mt.gov).

## Block Operations in ZIP!Office

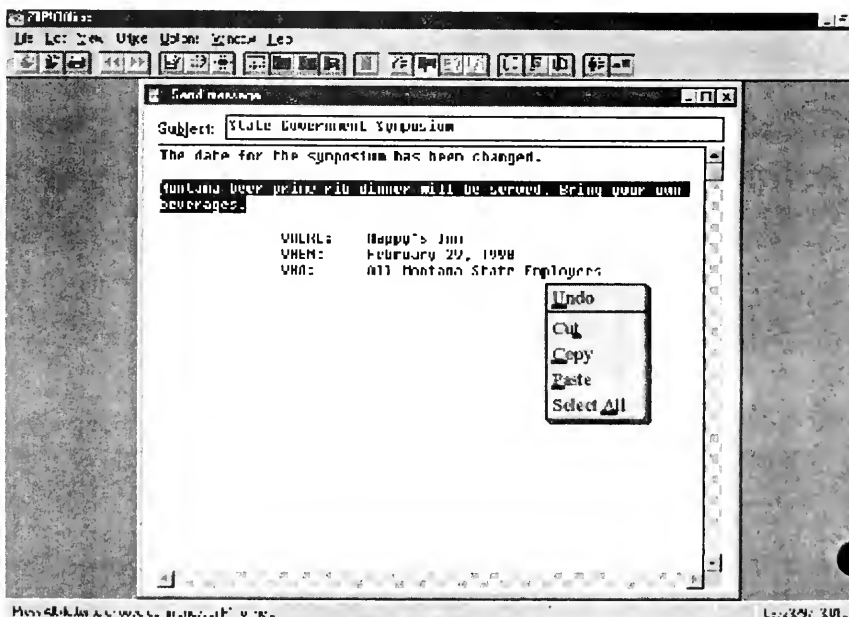
When you type your text into the ZIP!Office message window you are not committed to sending it exactly as you typed it the first time. If a new idea strikes you and you want to rearrange your message a bit, right click to see some options for **Block Operations (Cut, Copy, Paste, Delete)**. In the message below, the sentence about beef and beverages has been highlighted by clicking once and holding with the left mouse button as the cursor is dragged across the text. Then the right mouse button was clicked once to display the **Block Operations** box. To move the text, select **Cut**, click where you want to move the text to and select **Paste**. The two sentences of text are moved. This example is from WIN95.

Alternatively:

Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V
Delete	Del

In Windows 3.1 the above key combinations will do nicely. Highlight the text to be altered with a click/drag then use the Ctrl+X or Ctrl+C keys.

Any time text is cut or copied it goes to the Windows clipboard. The clipboard serves as a common area for cutting and copying in Windows applications enabling transfers of information between ZIP!Office, WordPerfect and Lotus. The transfer works well with text but forget about borders, graphics and some codes; just keep it simple. If you are pasting from a Windows application from which you have never pasted before or are working with anything out of the ordinary, the Montana Codes Annotated for



example, use some caution. If you get an error while pasting into the message or while sending the pasted message, you will lose the entire message including anything you typed before pasting. To avoid wasting time retyping your message, save everything in a draft before you paste. Then if you get the *Internal software error in file:buildmsg.c line:318* message you will be able to open your draft from the draft folder and begin from there.

If you have any questions about this procedure contact Candace Hastings at 444-2858, ZIP!, or E-Mail at [chastings@mt.gov](mailto:chastings@mt.gov).

## Graphics Add Pizzazz to Your WPWin Documents

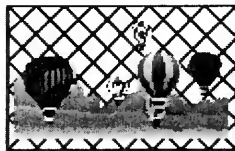
A picture is worth a thousand words, so why not take advantage of WPWin's great graphics tools and use helpful images in your document? This article shows how to use powerful graphics box-editing options to put your graphics boxes where you want them and make them look how you want.



1



2



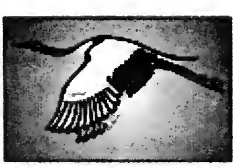
3



4



5



6



7



8

These eight images demonstrate just a few of the fun ways to use borders and fills to enhance the look of your images. The following has an explanation of each box.

### Customizing Graphics Boxes

To assign a border or fill to a box, choose the Border/Fill button on the Graphics Feature Bar. Here is an explanation of how the eight boxes shown were created.

- 1 The image has a hairline border, and by using the Tools button we slightly enlarged the image to fill the interior of the box.
- 2 The border on this image is deceptive. The Gradient 2 fill (toward the bottom of the Fill Style drop-down lists) creates its own border around the image. The foreground has the darker shade and the background has the lighter. This box also has a hairline border to define the edge of the fill.

- 3 This fill pattern is the diagonal crosshatch with a hairline border.
- 4 The weave pattern is used on this graphic. You can darken or lighten the weave pattern by choosing different colors for the background and foreground. This image also has the hairline border.
- 5 This image is the most traditional of the eight. This box fill pattern has a 10 percent gray shading with the Thick/Thin 2 borders.
- 6 To get the look of background lighting, this image has a circular gradient fill with the foreground set to a lighter color and the background set to a darker color.
- 7 This image still has the circular gradient fill, but the fill has been customized. To customize a fill such as this, if your image is selected, click anywhere outside the image to deselect it. If possible, make sure you don't select anything else in the process of deselecting the image. Choose Graphics, Graphics Styles and select Fill. Look through the list of fills available until you find the one you want to modify, in this case the Circular Gradient fill. Select it and choose Options, Copy. Type a name for your new circular gradient fill and choose OK. You should now be at the bottom of the list with your new fill selected. Choose Edit, make whatever changes you want in this dialog box. (In this case the foreground color is light and the background is dark. Vertical offset is 20 percent and Horizontal offset is 20 percent.) Choose OK, Close to exit back to your document window. Now when you select your box and choose Border/Fill from the Graphics Feature Bar, you'll find your new fill at the bottom of the Fill Style: list box.
- 8 This image has a subtle fill. A color complementary to the crane's wings was used for the light background fill and the border. A drop shadow was also added using the same color.

Start taking advantage of WPWin's many graphics tools. Graphics add pizzazz to your documents, and WPWin has the tools to make sure your graphics are just right.

This article is part three of a *News & Views* series and was reprinted in part from the June 1996 issue of *WordPerfect for WINDOWS*. For more information, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!, or E-Mail at [ivavruska@mt.gov](mailto:ivavruska@mt.gov).

## Lotus 123 Helpful Tips

	A	B	C	D
1	USA MACHINE CORP			
2				

In the spreadsheet above one word in the cell is boldfaced. If you click on the cell and then clicked B for bold, you would bold the entire contents of the cell. With this handy tip you can now apply a format to an element within a cell.

Begin entering data into a cell where you wish to apply a partial change. For example type USA[space] press alt, F1 type BA *begin attribute* (this will create a special character which looks like an empty square) then press B for bold, I for Italics, or an underscore \_ for underline. Type MACHINE[space] press alt, F1 type EA *end attribute*. Then type CORP press <enter>. The text in the cell will appear as it appears above in cell A1. If you edit the cell, you will see the following USA MACHINE CORP.

You can also use this same function inside of a text box in Lotus. First you will need to copy the begin-attribute and end-attribute characters to the Clipboard using the following instructions: In any empty cell, press Alt, F1 and type BA *begin attribute*. In the same cell, press Alt, F1 and type EA *end attribute*. Press <enter>. Click on the cell and click the Copy icon (or hit Ctrl C) to copy its contents to the Clipboard.

Now, create your text box (choose

Tools|Draw|Text, then click and drag to draw your box), and start typing. When you reach the point where you would like to use a particular attribute, press Shift Insert to insert the two characters you copied to the Clipboard. Move the cursor between the two characters, type the letter indicating the attribute you would like to use, then type the text that should use that attribute. Move the cursor outside the last character, continue to type, and when you're done, click outside the text box. The text inside the characters will use the attribute you specified. *(Note: If the text within the begin-attribute and end-attribute characters becomes split between two lines, only the text on the first line will display the attribute. There are two ways to remedy this problem: Either adjust the size of the box so that the text between the two characters fits on one line, or follow the above steps twice—once for the text on the first line, and once for the second line.)*

If you have any questions about this or any other Lotus process please contact Brian Divine at 444-2791, ZIP!, or E-Mail at [bdivine@mt.gov](mailto:bdivine@mt.gov).

## CorelDRAW! Why It Won't Print

Troubleshooting printer problems in CorelDraw!  
and some strategies to make  
them go away



You're at your wits' end. You've just spent hours or even days creating a document that needs to be printed immediately. But after all your efforts, it refuses to appear in the printer tray.

For those who are new either to the desktop, CorelDraw!, printing, or all of the above, this can be a crisis point. Where do you turn for help? Nearly all

printing problems stem from one of these situations:

- You recently upgraded your software or platform
- You just bought a new computer or printer.
- You're printing from a different office or PC.
- You're printing over a network.
- The printer doesn't like you personally.
- You have no idea what you are doing.

While some or all of the reasons above may be related to your platform, computer, printer, or personality, for the sake of brevity I'll stick to the nuts and bolts of why some documents don't print and then address Draw! documents in specific. Along the way, you'll get some tips to try out before setting a torch to the hardware.

### Isolating Print Puzzles

One of the keys to quarantining a print problem is its source. When you print from CorelDraw! (or any application under Windows), three basic processes occur. Knowing where the process falls apart may help you determine whether the problem lies with you, Windows, your printer, or the file you've created.

First, when printing begins, a progress meter appears and begins to grow from zero to 100 percent. At this point Draw!'s print engine is analyzing your file for the number of objects, pages, colors, and fonts, according to your selected print options. Then it creates a data file for Windows to deal with. Once the progress meter reaches 100 percent, Draw!'s part is finished. If your print job reaches this point, it's likely the problem lies somewhere down the line instead of with Draw! or your file.

Next, Draw! passes the information to your Windows' Print Spooler or Print Manager. When Windows gives the nod, the data is passed on to the printer itself. If it makes it this far, the problem likely isn't with your software, but with your printer. From here the troubleshooting exercise takes on a back-to-front scenario, which brings us to what should always be the first three items on your checklist.

- Tip 1. Make sure the printer is plugged in, turned on, well-stocked, and properly connected.
- Tip 2. Make sure your printer is selected as the default printer in Draw!'s main Print dialog box.
- Tip 3. Try printing to the same printer from a different program. If something prints, the problem usually has something to do with your file, a certain object in your file, or Draw! itself.

## Desperate Measures

If the process stopped at the Windows processing stage, it may be that your Temp folder is full, Windows has run out of system resources, or your printer's memory has been exhausted. At this point, you may want to follow one or all of these strategies:

- Tip 4. Delete any temporary (TMP) files found in your Windows Temp folder. You can locate the location of your temp directory by typing set at the command prompt and look for the value associated to TEMP=. Make sure your hard drive has plenty of available free hard drive space - ideally 30 to 60 Mb. Exit all programs that are currently running (except Draw! itself).
- Tip 5. Restart windows, start only CorelDraw! and try printing.
- Tip 6. In Windows 3.1 if your Windows Print Spooler is enabled, try disabling it.

Article adapted from *Corel Magazine*, June 1997 Issue, "Trouble Shooting Print Jobs," by Steve Bain.

For more information or questions, call Jerry Kozak of End User Support at 444-2907, ZIP!, or E-Mail at [jkozak@mt.gov](mailto:jkozak@mt.gov).

# Windows 95 Tip O'the Month - Prepare for Emergencies!

There are two disks that you need to prepare in case of an emergency on your Windows 95 system. Emergencies are events such as equipment failure, file corruption due to power failures or Windows 95 failure and corruption due to faulty programs and suchlike. If you are properly prepared these emergencies do not always have to be fatal to your Windows 95 setup.

The first disk to prepare is the **Windows 95 Startup disk**. When you first install Windows 95 you are given an option to prepare a startup disk. If a startup disk was not created at install time it can be created at any time by clicking on **START | SETTINGS | CONTROL PANEL | ADD/REMOVE PROGRAMS | STARTUP DISK | CREATE STARTUP DISK**, and then follow the directions. The Startup disk is intended to be used as a Windows 95 Boot Disk when your Windows 95 PC will not boot up. It contains backups of the Windows 95 registry files and other configuration files as well as several other system files that allow FDISK and FORMATting of the hard drive if necessary. Often times if your Windows 95 system will not boot properly, just booting from the Startup disk will

WINDOWS<sup>®</sup> 95



automatically restore the registry to the point where 95 starts up properly. A new Startup Disk should be created once a week or whenever there is a hardware or major software change.

If you have a Windows 95 installation CD, you can create the second of these emergency disks, the **Emergency Recovery disk**. This disk helps you recover important files in the event of a disaster. Once created, this disk includes system and configuration files, plus the Emergency Recovery Utility, the program that restores these files to your system. This disk does NOT include system utilities such as FDISK and FORMAT, and is intended for use only to recover important system configuration files to a Windows 95 system that at least boots to Windows 95.

Navigate your way to the OTHER\MISC\ERU folder on the CD and double-click ERU.EXE. Then just follow along as Windows 95 walks you through the disk-creation process. (You can save the recovery files on a disk or a drive, such as on a network.) When the setup program finishes copying the files, you'll see a box of instructions for using the disk in the event of a disaster. (Note: Sometimes the files the Emergency Recovery Utility tries to copy are larger than a floppy disk, and the utility won't warn you that not all the files will be copied. To see exactly how much space the files will take up, select the Custom option during setup and check the Current ERU Size. If it's larger than your disk size, you have a couple of choices: If you're comfortable doing so, deselect files until the Current ERU Size can be accommodated by your disk, or if you have access to a network, save the files there instead.)

Like the Startup Disk, a new Emergency Recovery Disk should be created once a week or whenever there is a hardware or major software change.

Thanks to [www.tipworld.com](http://www.tipworld.com) for portions of these tips.

If you have questions about this article, contact Denny Knapp of End User support at 444-2072, ZIP!, or E-Mail at [dknapp@mt.gov](mailto:dknapp@mt.gov).

## BigBin 1.0 - Windows 95 Freebie

*PC Magazine* has made available another Windows 95 free add-on. BigBin enhances the Windows 95 Recycle Bin so that files deleted from within DOS boxes are protected along with those deleted through Explorer.

When you execute BigBin, it installs itself on the system tray where it sits quietly rerouting file deletions. To exit BigBin and revert back to the normal behavior for DOS-based deletions, right-click on the BigBin tray icon and select Exit Program from the menu.

BigBin (VERSION 1.00) Copyright © 1997  
Ziff-Davis Publishing Company  
By Rick Knoblauch First Published in *PC Magazine*  
June 10, 1997

If you would like a copy of BIGBIN the files are available on the ISD Value Added Server at `\guest\windows\winaddon\95addons\bigbin`. If you don't access to the VAS, or have questions about BIGBIN, contact Denny Knapp of End User support at 444-2072, ZIP! or at [dknapp@mt.gov](mailto:dknapp@mt.gov)

## Approach Won't Print?

Do you ever print a report in Approach 3.0, and have the printed results wind up being twice as many pages as shown on your screen? With every other page blank? Do you ever wonder why this happens? Well hang in there; we'll fill you in on the details for several different possibilities.

1. A header or footer is slightly off the page.
2. A .VEW file is opened in Approach 3.0.
3. Font substitution issues.

4. Display drivers.
5. Running Approach 3.0 through Windows 95.
6. A report view or Approach view file is damaged.

#### Possibility #1

The header or footer of the report is located slightly outside the page margins. If any object, including a header or footer, is outside the page margin, Approach will print a second blank page.

If the header or footer is located outside the margin, it should be resized so that it fits within the margin. If the header or footer cannot be selected by clicking on it, do the following to select it:

1. From Design mode, select View, and make sure Show Data is not selected.
2. Choose Edit, Select All.
3. Using the scroll bars at the bottom of the screen, scroll to the right margin.
4. If any of the fields or text blocks are touching or overlapping the right margin, resize the field to be within the boundaries of the right margin.

5. If no field or object can be identified spilling onto the second page, the header and footer border lines may be stretching too far to the right. These border lines may be deleted by doing the following:
  - a. Hold down the CTRL key and click on the header to select the header panel.
  - b. Select Object, Style & Properties to open the InfoBox.
  - c. Remove the check marks from the border entries.
  - d. Repeat these steps to remove border lines from the footer.

**Note:** If you still see a second page after adjusting the fields and removing the borders, also try changing the orientation to landscape, then back to portrait. Oftentimes the screen redraw will correct the problem, assuming there are really no fields extending onto the next page.

## 123 Release 5.x for Windows:

If a customer is creating a form or report using the Approach integration options in 123 Release 5 for Windows (i.e. selecting Tools, Database, Form or selecting Tools, Database, Report) and places the header, footer or any other object slightly outside the right page margin, an extra blank page may print when the form or report is printed.

#### Possibility #2

This printing problems may occur if a customer opens an Approach for Windows 2.x .VEW file in Approach for Windows 3.0.

If an Approach 2.x .VEW file contains a report and the file is opened in Approach 3.0, the report may convert to two pages if the .VEW file contains an object which is wider than the page width in the newer versions of Approach.

For example, if a report in the .VEW file contains some horizontal lines which are wider than the report panel, this .VEW file may be converted to two pages in Approach 3.0 or Approach 96 to accommodate the object which is too wide to fit on a single page.

To workaround this issue, the object (in this example, the horizontal line) can be resized to fit within the margins of the report panel in Approach 3.0 or Approach 96. This should convert the report back to a single page.

**Tip:** A method to identify which field or object is spilling over to the second page is to select Edit, Select All from Design mode. If this report is previewed at 50%, the selected objects selection handles can be seen on the second page. This indicates the right edge of the field or object which is too wide. This is the item that needs to be moved or resized.

**Note:** Any field or object which slightly overhangs the right edge of any report section, whether it is the body, header or a summary panel, will cause Approach to expand the width of the report to two pages.

#### Possibility #3

Most printers use internal or resident fonts when printing. If a report is sufficiently large enough to fill a full page and the printer's resident fonts are slightly larger than the Windows font used on the report, the printer will force a line feed which would result in a blank page. Since resident fonts are generally very close in size and style to the Windows' fonts, it is possible that no text spills over onto the new page.

To address this issue, try different paper sizes, printers, or Windows fonts. Also, the layout of the report could be reorganized.

**Note:** For best results, be sure to use the most current version of the printer driver.

#### Possibility #4

Every non-VGA display driver is different, therefore, there may be some nonstandard communications occurring behind the scenes in Windows as the display driver passes the screen image to Windows and then to the printer driver. This can cause unusual screen or hardcopy results. Switching to the standard VGA display driver should eliminate such issues, and at the very least help to identify whether

the screen display driver was responsible for the extra printed page.

#### Possibility #5

Printing problems can occur when Approach 3.0 is running through Windows 95. For example, if a multiple page Report is sent to the printer, one page prints, then a blank page is ejected, then a second page prints, then a blank page is ejected, etc.

In the Windows 95 WIN.INI file, located in the \WIN95 directory, there is a section entitled [Compatibility]. Search for the line that reads:

```
APPROACH=0x0004
```

It is necessary to remark this line out by placing a semicolon (;) in front of the line, as follows:

```
;APPROACH=0x0004
```

**Note:** Be sure to edit the Windows 95 WIN.INI file, not the Windows 3.1 WIN.INI file, if one exists.

Save the WIN.INI file, restart Windows 95, and restart Approach. Views will now print without sending the additional blank page(s).

**Caution:** This printing issue does not occur in Windows 3.1. Also, the issue does not occur in Approach 2.1 running through Windows 95. Placing a semicolon at the beginning of the line in the WIN.INI will disable Approach 2.1 from printing.

**Note:** It has been reported that once 'APPROACH=' is commented out of the [Compatibility] section, some customers may not be able to correctly print out their macros. Also, commenting out this line disables the printing of field definitions or macros. If these are serious issues for a particular customer, an alternate workaround can be attempted.

## Alternate Workarounds:

The following two workarounds have also been known to fix this issue:

1. Print using a Windows 95 postscript printer driver.
2. Install an older Windows 3.x printer driver and print using that driver. (Note that using an older, 16-bit Windows 3.x driver may create other issues when printing. This should be used only as a temporary workaround).

### Possibility #6

In the case of a damaged report view or Approach view file. In such cases it will be necessary to manually recreate the report view in its entirety, using the problem report as a guide. If the entire .APR file is found to be damaged, one should restore a backup copy of the file, or manually recreate it if a backup is not available. After edits are completed or a new file is created, the file should be saved immediately to retain the changes.

Portions of this article were found on the Lotus Web Support page and is © Copyright 1995 Lotus Development Corporation. All rights reserved.

If you need help with this issue or have any questions For more information or questions, contact Mike Moller of End User Systems Support at 444-9505, ZIP! Or E-Mail at [mmoller@mt.gov](mailto:mmoller@mt.gov)

## E-Mail Gateway Available For Web Pages

ISD has purchased a product for the [www.mt.gov](http://www.mt.gov) server that allows web page designers to add an HTML form-based mail option to their web pages. HTML support for the MAILTO: URL on the HREF tags has always been available, but this only works for browsers that are capable of interfacing with a local E-Mail package and have been properly configured. It provides a quick link to an E-Mail product and automatically fills in the TO: address, but that is about it.

The WindMail product combined with the FormMail CGI program adds a gateway function to a web page designers toolkit by allowing E-Mail to

be composed within a text box, or boxes, on the web page and submitted to the designated recipient in a standardized format. The web designer can specify fields such as name, address, etc., and make them mandatory or optional. Field values can be hard-coded by the designer to help in processing the E-Mail such as always having the same subject heading to designate what web page it came from.

The E-Mail output can (optionally) also contain information about the user's browser product and IP address of the sender.

The big advantage for the user is that they don't even have to have E-Mail capability to use this feature. They don't even have to have an E-Mail account of their own. All the user needs is a forms-capable browser such as Netscape Navigator, Netscape Communicator or Microsoft Internet Explorer.

An example page has been created to display some of the basic features of this product at

<http://www.mt.gov/isd/test/formmail.htm>

The name and E-Mail name fields have been designated as required in this example. To get a better idea of how it works, view the HTML source for the page. Give it a try by sending a comment to me.

For more information contact Ron Armstrong at 444-2905, ZIP! or E-Mail at [rarmstrong@mt.gov](mailto:rarmstrong@mt.gov).

## Keep Your Packing Material

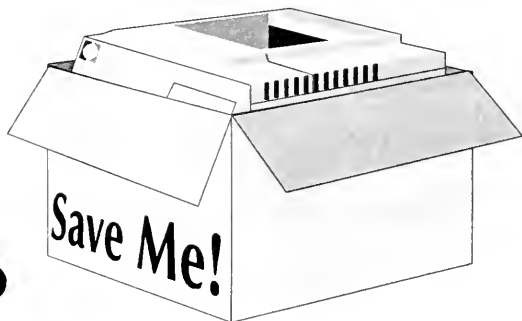
The computer industry generally requires original packing material for any returns and also recommends using the original packing material for the shipping of any equipment for warranty work. Exceptions can and are made, but only with difficulty. It is recommended that when purchasing any computer equipment or printers, all packing materials should be stored for a minimum of 30 days.

Hewlett Packard's policy on returns through local vendors is that unless the printer(s) are returned in their original packing material, HP will charge the local vendor a minimum of 50% restocking fee.

As a result of HP's policy on returns, ComputerLand of Missoula, the vendor authorized to sell HP printers to the State, will not accept any returns without the original packing material. However, within the first 30 days of receipt of the product, there is a possibility of returning the product as a dead on arrival unit if the printer is returned in its original packing, including all accessories, manuals, media, etc.

Recently, a State agency installed an HP printer and then immediately discarded the packing material. Within a week, the printer developed problems and the agency decided to exchange the printer rather than have it serviced. However, without the original packing materials, ComputerLand would not exchange it, as per its policy, and the problem escalated. The problem was rectified, after some delay, directly by Hewlett Packard.

Storing computer and printer packaging in your office can be a hassle, but if you have problems with the equipment and you need to return it for any reason, you may have more serious problems than the loss of office space. Keeping the original packing material for a minimum of 30 days is well worth the effort.



## Term Contract Price List Available on Web

Recently there was an article in *News & Views* describing the new Dell term contract pricing web page. This page has now been added to the Dell website, and the price list can be downloaded in Lotus format. Dell has future plans to include a system to allow term contract customers to configure their own systems and receive an up-to-date price via Dell's website; however, as of this date, that feature is still unavailable.

The price list can be downloaded from Dell at: <http://www.dell.com/client/slg/contract/MT.HTM>. The user name is montana, and the password is 319-y. Remember to use lower case letters for the user name and password.

If you have any questions please contact Brett Van Voast at 444-9757, ZIP!, or E-Mail at [bvanvoast@mt.gov](mailto:bvanvoast@mt.gov).

## Training News

This schedule has been assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 444-6821. All classes will be held at the Helena College of Technology at 1115 N. Roberts. Please note that these costs are subject to change each July 1st.

To enroll in a class, **you must send or deadhead an enrollment application** to the State Training Center, HCT, Helena, MT 59601. If you have questions about enrollment, please call 444-6821. *Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class.* HCT is also willing to schedule specific classes by request from state agencies.

	Dates	Cost	Length	
Data Base	Intro. to Oracle	September 8 - 11 (pm)	170.00	2
	Prereq. Intro to Windows			
	Intro. to SQL	September 22 - 25 (pm)	170.00	2
	Prereq. Intro to Oracle			
	Oracle Designer	September 15 - 26 (am)	425.00**	5
	Lotus Approach	August 8	85.00	1
	Prereq Intro to Windows	September 10		
	Inter. Lotus Approach	September 24	85.00	1
Prereq. Lotus Approach				
Data Network/ Mainframe	Windows 95 Architecture, Installation, Support and Tuning (Knowledge Now, Inc.)	September 9 - 10	525.00apr	2
	Introduction to Novell	June 30 - July 2	255.00	3
Microcomputer	Introduction to Windows 3.1	July 9	85.00	1
		August 4		
		September 4		
	Windows 95 Conv.	July 10 am	42.50	.5
	Prereq. familiar with Windows	August 5 am		
	Windows 95	September 5	85.00	1
	ZIP!Office	July 15 am	Free	.33
	Prereq. Intro to Windows	August 5 pm		
		September 19 am		
	Intro. to Internet	June 13 am	42.50	.5
	Prereq. Intro to Windows	July 15 pm		
	Internet	September 17 - 18	170.00	2
	Prereq. Intro to Windows			
	HTML	September 25 - 26	170.00	2
	Prereq. Intro to Windows & familiar with Internet			
	WordPerfect 6.1 for Windows	September 11 - 12	170.00	2
	Prereq. Intro to Windows			
	WordPerfect 6.1 Conv. Windows	July 16	85.00	1
	Prereq. Intro to Windows	August 6		
	WP 6.1 Tables & Merge	September 16	42.50	.5
	Prereq. WP 6.1 Conversion			
	Lotus Conv. for Windows	July 17	85.00	1
	Prereq. Intro to Windows	August 7		
	Lotus Freelance	September 23	85.00	1
	Prereq. Intro. to Windows			

\*\*Plus material costs.

Prerequisites may be met with consent of Instructor.

## ISD Class Enrollment Application

**COMPLETE THIS APPLICATION IN FULL AND RETURN  
IT AT LEAST ONE WEEK PRIOR TO THE FIRST DAY OF CLASS**

### COURSE DATA

Course Request: \_\_\_\_\_

Date Offered: \_\_\_\_\_

### STUDENT DATA

Name: \_\_\_\_\_

Soc. Sec. Number (for P/P/P): \_\_\_\_\_

Agency & Division: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### BILLING INFORMATION/AUTHORIZATION MANDATORY

User ID: \_ \_ \_ \_ \_

Agency#: \_ \_ \_ \_

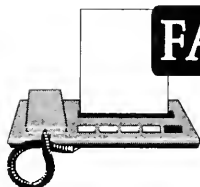
Authorized Signature: \_\_\_\_\_

**FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS  
CANCELLATION IS MADE THREE BUSINESS DAYS BEFORE  
THE START DATE OF THE CLASS.**

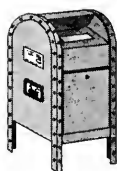
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HELENA COLLEGE OF TECHNOLOGY  
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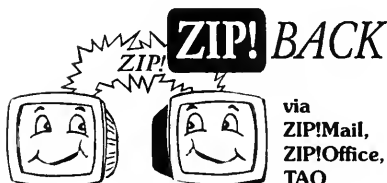
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